

INDEX TO VOLUME 27

A

Acceptance of Marital Termination Scale, 458
Accommodating conflict management style: description of, 295*fig*, 296; functional and dysfunctional conflict and, 299–300
Acrimony Scale, 458
Administrative Dispute Resolution Act (1990), 257
Adult-children interaction study: Cinderella story using NCR approach during, 436–438; description of situation 1 used during, 427, 428–429; description of situation 2 used during, 428–429; discussion of findings, 439–442; on failures in dialogic mediation, 436–439; on promoting agency through dialogic mediation, 429–436. *See also* Children
Agne, R. R., "Communication Practices of Coaches During Mediator Training: Addressing Issues of Knowledge and Enactment," 83–103
Alliance for Conflict Transformation, 78
Alliance for Peacebuilding (AFP), 67. *See also* International conflict resolution (ICR)
Alternative dispute resolution (ADR): ECR (environmental conflict resolution) and court-annexed, 330–333; federal agencies authorized to use, 257–258; origins and description of, 348–349; transformative mediation used in, 269
American Bar Association Section of Dispute Resolution, 266
Arellano-Félix Organization (Mexican Cartel), 405, 406*fig*
Articles: "Beyond Drug Wars: Transforming Factional Conflict in Mexico," 401–421; "Child-Inclusive Mediation in Cases of Domestic Violence in Australia," 3–11; "Communication Practices of Coaches During Mediator Training: Addressing Issues of Knowledge and Enactment," 83–103; "Conflict Management in Buyer-Seller Relationships," 291–315; "A Conversation Between Conflict Resolution and Social Movement Scholars," 347–368; "A Crack in the Foundation? Revisiting ECR's Voluntary Tenet," 321–339; "Dialogic Mediation in Conflict Resolution Education," 423–445; "Divorce Mediation outcome Research: A Meta-Analysis," 447–467; "Effects of Race, Sex, and Victims' Reasons for Victim-Offender Dialogue," 215–233; "Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27–58; "Evaluating Transformative Practice in the U.S. Postal Service REDRESS Program," 257–285; "Evaluative Mediation: In Search of Practice Competencies," 193–211; "Exploring the Role of Emotion in Conflict Transformation," 167–189; "History, Memory, and Conflict Resolution: Research and Application," 369–399; "History, Memory, and Intractable Conflict," 239–252; "Integrated Approaches to Resolving Same-Sex Dissolutions," 123–143; "Practice Note: Challenging Conventions in Challenging Conditions: Thirty-Minute Mediations at Burning Man," 107–119; "The Role of Spirituality in the Mediation Process," 145–163; "Unofficial International Conflict Resolution Initiatives: Is There a Track 1/2? Are There Best Practices?," 65–81
Association for Conflict Resolution (ACR), 237
Association for Conflict Resolution Spirituality Section, 145
Attitudinal antecedents of conflict, 310–311
Australia: child-inclusive mediation approach used in, 5–20; domestic violence litigation in, 8; Family Law Amendment (Shared

Parental Responsibility) Act of 2006, 12; FRCs (Family Relationship Centres) services in, 4-5, 11; section 601(9)(b) legislation on domestic violence in, 12

Avoiding conflict management style: description of, 295*fig*; functional and dysfunctional conflict and, 298-299

B

Baraldi, C., "Dialogic Mediation in Conflict Resolution Education," 423-445

BATNA (best alternative to a negotiated agreement): collaboration implications for, 328; facilitative mediation approach to, 260-261

Beck Depression Inventory, 457-458

"Beyond Drug Wars: Transforming Factional Conflict in Mexico," 401-421

Bingham, L. B., "Evaluating Transformative Practice in the U.S. Postal Service REDRESS Program," 257-285

Bobat, L., "Conflict Management in Buyer-Seller Relationships," 291-315

Bodtker, A. M., "Exploring the Role of Emotion in Conflict Transformation," 167-189

Borton, I. M., "Effects of Race, Sex, and Victims' Reasons for Victim-Offender Dialogue," 215-233

Burdick, J., "A Conversation Between Conflict Resolution and Social Movement Scholars," 347-368

Burning Man festival: description of, 107; "gift economy" of, 108, 115; "ten principles" of, 115; Website information on mediation booth at, 108

Burning Man mediation: active listening component of, 110-111; as "art," 118-119; examining different examples of, 112-115; four questions asked to structure, 109-110; mediator practices used during, 115-117; origins and purpose of, 107-109; "participation" principle used in, 117-118; plans to enlist more mediators in, 118

Buyer-seller relationships: conceptual framework of conflict management in, 297*fig*-301; conflict resolution strategies used in, 294-296; defining quality of, 296-297; examining the conflict management aspects of, 292; findings on conflict management strategies for, 304-309; functional and dysfunctional conflicts in, 293-301; functional/dysfunctional conflict and quality of, 300-301; managerial implications of conflict management in, 309-312; methods used to research conflict management in, 301-304; predicted effects of conflict management strategies on, 304-309; transactional model of, 291-292

C

California same-sex marriages, 125

Canadian same-sex marriages, 125

Carpenter, A. C., "Beyond Drug Wars: Transforming Factional Conflict in Mexico," 401-421

"Challenging Conventions in Challenging Conditions: Thirty-Minute Mediations at Burning Man," 107-119

Charlottesville Mediation Project, 448

Child-inclusive mediation: assessing client suitability challenge for, 15-17; basic model of, 5-6; benefits to children of, 4-5, 9-10, 20-22; dominant protectionist beliefs challenge for, 12-13; ensuring system of safety challenge for, 14; feedback process during the, 19-20; framework where domestic violence is an issue, 7-20; organizational and legal support of, 11-12; resource-intensive cases challenge for, 13-14; screening for domestic violence challenge for, 14-15; specialized child assessment during, 17-19; subsequent mediation sessions, 20; variation in Australian adaption of, 6-7

"Child-Inclusive Mediation in Cases of Domestic Violence in Australia," 3-11

Children: conflictive communication problems related to, 425; CRE facilitating conflictive communication role by, 425-427; CRE participation in, 423-424; divorce mediation vs. litigation and, 448-449, 451; family dissolution stress on, 3-4; mediation feedback from, 19-20; mediator specialized child assessment of, 17-19; research on child-inclusive mediation benefits to, 4-5, 9-10, 20-22; research on domestic violence impact on, 8-9; research on postseparation adjustment of, 4-5; study findings on violence against, 416-417. *See also* Adult-children interaction study

Choice: ECR and degrees of, 333–335; ECR's voluntary tenet and role of, 328–329

Clean Air Act, 325

Coaching: examining how mediator training is done by, 84–85; linking supervision, performance feedback, and advice giving to, 85–88; study on mediator training using, 88–103; traditional view of, 84

Collaborating conflict management style: description of, 295*fig*; functional and dysfunctional conflict and, 298

Collaboration: BATNA implications for, 328; ECR (environmental conflict resolution) use of, 321–339

Collective memory: "chosen traumas and chosen glories" of, 243; commemoration and narratives of, 242–244; identity-based conflict and role of, 244–245, 370–371, 377–378, 390–394; social construction of, 241–242

Colombian drug traffickers, 407

Commemoration, 243–244

Communication: communicated contradiction form of, 424; CRE (conflict resolution education) for facilitating, 424–427; examining the mediation process of, 427–442; monologue form of, 425; spiritual mediation approach to, 153–156; VOD (victim-offender dialogue), 215–233

"Communication Practices of Coaches During Mediator Training: Addressing Issues of Knowledge and Enactment," 83–103

Community Building in Postwar Lebanon, 78

Compromising conflict management style: description of, 295*fig*; functional and dysfunctional conflict and, 298

Conflict: attitudinal antecedents of, 310–311; buyer-seller relationship, 293–297; conflictive communication during, 424–425; CRE focus on facilitating communication during, 425–427; definition of, 408; emotionally driven "irrational," 411; examining the long-term nature of, 239–240; examining role of memory and history in, 369–395; factional, 402–408; five principles of emotion and, 167; identity-based, 244–245, 370–371, 377–378, 390–394; Kriesberg's model of escalation and deescalation of, 363; as narrative and commemmo- ration, 242–244; as pathway to becoming a spiritual being, 145; relationship between memory and, 241–242, 251–252; same-sex relationship roles/identity issues and, 140–141; sense of long-term victimization in protracted, 250–251; as started point for renewing sociality, 424–425; structural antecedents of, 309–310; study of link between memory and intractability of, 371–396; study on role of spirituality in, 146–163; types of, 402. *See also* Violence

Conflict escalation: benefits of understanding, 402; "fractionalization" phenomenon of, 409–410; Kriesberg's model of deescalation and, 363; in Mexican drug wars, 408–411

Conflict management: CRE (conflict resolution education), 423–442; examining the buyer-seller relationships, 292, 301–309; five styles of, 295*fig*–296; framework for buyer-seller relationship, 297*fig*–301; managerial implications of buyer-seller relationships, 309–312; NCR (normative conflict resolution), 426–438, 441–442

"Conflict Management in Buyer-Seller Relationships," 291–315

Conflict management styles: accommodating, 295*fig*, 296, 299–300; avoiding, 295*fig*, 298–299; collaborating, 295*fig*, 298; compromising, 295*fig*, 298; confronting, 295*fig*, 296, 300; findings on buyer-seller relationships and, 304–309

Conflict resolution (CR): comparing SM history and, 348–349; comparing SM scholar and subjects of attention to, 350–351; comparing SM theory, practice, and knowledge of, 349–350; definition and function of, 369; five styles of, 295*fig*–296; memory role in, 240–241, 247–252; Middle Eastern memory-intractability study for, 390–394; operational strategies for, 413–415; recommendations for, 394–395; structural strategies for, 415–417; transforming factional conflict through, 412–417; what SM scholars and activists can teach, 355–362; what SM scholars can learn from, 351–355. *See also* Negotiation

Conflict resolution education (CRE): adult-children interaction study on benefits of, 427–442; children's participation in, 423–424; facilitating communication

through, 424–427; focus on understanding conflict, 424; NCR (normative conflict resolution) compared to, 426–438, 441–442; widely recognized importance of, 423

Conflict transformation: conceptualization of, 167–168; literature review on, 168–175; terminology used to describe, 169; triadic model to explain, 169–170. *See also* Transformative mediation

Conflict transformation study: central thesis and hypotheses of, 175–184; discussion on findings of, 184–186; implications for future research, 187–188; implications for practitioners, 188–189; literature review on, 168–175; objective of, 168

Confronting conflict management style: description of, 295*fig.*, 296; functional and dysfunctional conflict and, 300

Consensus building, 325–326

Constructionism, 242

Continuing Legal Education Program (UC Berkeley), 107

"A Conversation Between Conflict Resolution and Social Movement Scholars," 347–368

Cost/risk tactics, 204

Council on Environmental Quality (CEQ), 327

Countermemory, 244

"A Crack in the Foundation? Revisiting ECR's Voluntary Tenet," 321–339

D

Declarative knowledge: description of, 85; distinction between procedural and, 85–86

Della Noce, D. J., "Evaluative Mediation: In Search of Practice Competencies," 193–211

Dialogic mediation: adult-children interaction study on benefits of, 427–442; communication benefits of, 426–427; description of, 426

"Dialogic Mediation in Conflict Resolution Education," 423–445

Dialogue for Community Resilience, 79

Discrimination: anger unleashed by feelings of, 128–129; same-sex marriage/dissolution laws reflecting, 124–127; tax laws reflecting, 128, 129. *See also* Homophobia

Dispute Resolution Magazine, 145

D

Dissertation Abstracts International, 453

Divorce litigation: comparison of litigation versus, 448–451; cost and time benefits of, 451; impact on spousal relationship patterns by, 450–451; meta-analytic technique for study of, 451–453

Divorce mediation: comparison of litigation versus, 448–451; cost and time benefits of, 451; impact on spousal relationship patterns by, 450–451; meta-analytic study of, 451–453

Divorce mediation meta-analysis: implications for, 462–464; implications for practice, 464–466; methodology of, 453–459; overview of results, 459–461; summary of results, 461–462

"Divorce Mediation outcome Research: A Meta-Analysis," 447–467

Divorce and Mediation Research Project (DMRP), 448, 449–450

Domestic violence: assessing client suitability for mediation due to, 15–17; Australian section 601(9)(b) legislation on, 12; child-inclusive mediation in case of, 7–20; dominant protectionist beliefs regarding, 12–13; FCA (Family Court of Australia) litigation over, 8; gender differences in, 7–8, 361; mediator screening for, 14–15; research on children's exposure to, 8–9; specialized child assessment in case of, 17–19

Dominant protectionist beliefs, 12–13

Druckman, D., "Unofficial International Conflict Resolution Initiatives: Is There a Track 1 1/2? Are There Best Practices?" 65–81

Dysfunctional conflicts: buyer-seller relationship management of, 294–312; in buyer-seller relationships, 293–294; conflict management styles for, 297*fig.*–300; definition of, 294; findings on buyer-seller relationships management of, 304–309; relationship quality and, 301; trust and, 307–309

E

EEO (Equal Employment Opportunity), 171

"Effects of Race, Sex, and Victims' Reasons for Victim-Offender Dialogue," 215–233

El Horr, J., 65–81

Emerson, K., "Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27-58

Emery, Matthews, and Wyer study, 454*t*-466

Emotion-memory relationship, 246-247

Emotions: conflict transformation literature on mediation and, 171-174; five principles of conflict and, 167; study on conflict transformation by addressing, 168-189

Empowerment: description of, 261; transformative mediation focus on, 261-262

"Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27-58

Environmental conflict resolution (ECR): building blocks of, 336-337; compulsory participation challenging tenet of, 333-335; court-annexed ADR perspectives on, 330-333; degrees of choice in, 333-335; description of, 28, 321-322; MAES (Multiagency ECR Evaluation Study) findings on, 30-58; making the case for continued voluntary tenet of, 338-339; moving from theory and concept to embedded practice of, 322-324; reasons for mandating use of, 324-325; studies on applications of, 28-30; voluntary participation tenet of, 321, 325-330

Equal Employment Opportunity Commission (EEOC), 257

"Evaluating Transformative Practice in the U.S. Postal Service REDRESS Program," 257-285

"Evaluative Mediation: In Search of Practice Competencies," 193-211

Evaluative mediation: assumptions and approach of, 260; comparing facilitative, transformative, and, 194-197; concession seeking practice of, 200-204; cost/risk tactics of, 204; description of, 258; directive focus of, 261; JAMS (Judicial Arbitration and Mediation Service) practice of, 201, 202, 207-211; questioning credibility of mediator evaluations, 204-206; use of threats and coercion during, 203-204

"Exploring the Role of Emotion in Conflict Transformation," 167-189

F

Facilitative mediation: assumptions and approach of, 260-261; comparing evaluative, transformative and, 194-197; description of, 258; elicitive focus of, 261

Factional conflict: alternative ideas for transforming Mexican, 412-417; description of, 402-403; escalation of Mexican, 408-411; Mexican drug wars as, 403-408; regional cooperation to resolve, 417

Fairness: choice as implying, 329; ECR's voluntary tenet and, 329-330

Family Court of Australia (FCA): child-inclusive mediation supported by, 11; domestic violence litigation in, 8

Family dissolution: child-inclusive mediation when domestic violence exists, 7-20; stress on children due to, 3-4; unique and dynamic process of, 9

Family Relationship Centres (FRCs) [Australia], 4-5, 11

Federation (or Sinaloa Cartel) [Mexico], 405, 406*fig*, 407

Feedback: linking coaching to performance, 86-88; providing child-inclusive mediation, 19-20

"Fractionalization" phenomenon, 409-410

Functional conflicts: buyer-seller relationship management of, 294-312; in buyer-seller relationships, 293-294; conflict management styles for, 297*fig*-300; definition of, 294; findings on buyer-seller relationships management of, 304-309; relationship quality and, 300-301; trust and, 307-309

G

Gay divorce. *See* Same-sex dissolutions

Gender differences: domestic violence and, 7-8, 361; same-sex couples during dissolution, 123-143

Gulf Cartel (Mexico), 405, 406*fig*

H

Hart, A. S., "Child-Inclusive Mediation in Cases of Domestic Violence in Australia," 3-11

Health Bridges for Peace, 78

Hedeon, T., "Challenging Conventions in Challenging Conditions: Thirty-Minute Mediations at Burning Man," 107-119

Hermeneutic phenomenology: description of, 147; spirituality in mediation examined using, 147-148

Hertz, F., "Integrated Approaches to Resolving Same-Sex Dissolutions," 123-143

History: collective memory merged into, 242-244; elasticity of Middle Eastern, 370-371; examining conflict resolution and role of, 240-241; identity formed through collective, 370-371, 377-378, 390-394; learning perspective of the other's, 391-393; mediation and consideration of, 247-252; Middle Eastern study on intractability link to memory and, 371-396; myth dimension of, 243; understanding the connection between conflict and, 369-371

"History, Memory, and Conflict Resolution: Research and Application," 369-399

"History, Memory, and Intractable Conflict," 239-252

Homophobia: impacting same-sex dissolution, 127; state laws reflecting discrimination and, 128. *See also* Discrimination

I

Identity: collective memory and history role in, 370-371, 377-378, 390-394; conflict relationship to, 244-245; data from Jewish Israelis on memory and, 385-387; data from Palestinian Arab participants on memory and, 382-384; memory cultivation to strengthen group, 245; Mexican street gang violence to establish, 408

Identity-based conflict, 244-245

Iervese, V., "Dialogic Mediation in Conflict Resolution Education," 423-445

Institute of World Affairs, 79

"Integrated Approaches to Resolving Same-Sex Dissolutions," 123-143

Interactive Rating Scale Assessment (IRSA), 268

International conflict resolution (ICR): best practices for, 77-80; comparing different programs for, 78; emerging trend toward converged Track 1 1/2 approach to, 66-67; Track 1 diplomacy used for, 65-66; Track 2 diplomacy used for, 65, 66, 70r, 75r-76r, 77-80. *See also* Alliance for Peacebuilding (AFP)

International conflict resolution Track 1 1/2 study: case reports on, 67, 69, 70t, 75r-76r; coding categories on, 67, 68r-69r; comparing Track 1 1/2 and Track 2 during, 67-77; discussion of, 74-77; implication for best practices of, 77-80; MDS (multi-dimensional scaling) results of, 71-74; methods of analysis used in, 71-72; variables used in, 69, 71. *See also* NGOs (nongovernmental organizations)

Intractability, 239-240

Irish peace process, 78

J

Jameson, J. K., "Exploring the Role of Emotion in Conflict Transformation," 167-189

Jarez Cartel (Mexico), 405, 406fig

Jewish Israelis: history/memory data gathered from, 385-387; study on conflict intractability and memory of, 371-396

Jones and Bodtrker divorce mediation study, 454t-466

Jones, Debra A., "The Role of Spirituality in the Mediation Process," 145-163

Jordan, W. J., "Exploring the Role of Emotion in Conflict Transformation," 167-189

Judicial Arbitration and Mediation Service (JAMS): analysis of mediation approach taken by, 207-211; evaluation mediation approach taken by, 201, 202

Judicial system: gay and lesbian distrust of, 127-128; same-sex marriage dissolution settlement/documentation in, 141-142; state laws on same-sex marriage/cohabitation and, 124-127. *See also* Mediation

Justice: conflict transformation and procedural, 171-172; RJ (restorative justice), 215-233; same-sex couples disempowered by legal, 127-128, 142. *See also* Social injustice

K

Kate and Lisa case study, 135-136

Kelly, R., "Challenging Conventions in Challenging Conditions: Thirty-Minute Mediations at Burning Man," 107-119

Kelly's Divorce and Mediation Research Project, 454t-466

Keyes, D. L., "Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27-58

Killing Civilians (Slim), 413

Knowledge: declarative, 85; declarative vs. procedural, 85-86; KSAOs (knowledge, skills, abilities, and other), 266; procedural, 85

Kriesberg, L., "A Conversation Between Conflict Resolution and Social Movement Scholars," 347-368

Kriesberg's model of escalation and deescalation, 363

KSAOs (knowledge, skills, abilities, and other attributes and behaviors), 266

L

Legal issues: anger unleashed by sense of injustice over, 126, 128-129; law as disempowering for same-sex couples, 127-128, 142; marital law versus same-sex marriage laws, 126; mediator task to establish same sex dissolution role of, 137; same-sex dissolution and new, 124-127

Litigation: comparing divorce mediation and, 448-466; costs and benefits of, 465-466; societal role of mediation and, 464-465

M

McKnight, K. M., "Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27-58

MAES (Multiagency ECR Evaluation Study): agreements reached and quality outcomes of, 35-36; background of, 30-32; contributing factors to outcomes, 36-39; data and methods used during, 39-46; discussion on expected outcomes of, 54-58; discussion on key factors influencing performance, 58; findings on ECR performance, 46-50; findings on factors influencing outcomes, 50-53; illustrated diagram of relationships among framework variables, 31fig; improved working relationships outcomes of, 36; specifying variables, 32e-35e

Management Directive 110, 257

Marcus, Marcus, Stilwell, and Doherty divorce mediation project, 454t-466

Massachusetts same sex-marriages, 125

Matt and Norm case study, 136

Mediation: academic evaluation research and theory on, 264-265; Burning Man, 107-119; child-inclusive, 4-22; comparing divorce litigation vs., 448-451; comparing facilitative, evaluative, transformative approaches to, 194-197; of conflict management in the workplace, 174-175; conflict transformation study on, 168-189; considering collective traumatic memory in, 247-252; costs and benefits of, 465-466; dialogic, 426-442; evaluation, 194-197, 200-211, 258, 260, 261; facilitative, 194-197, 258, 260-261; historical definition of success in, 263-264; narrative, 249-250; performance-based assessments of, 266-268; recognition defined in context of, 262; same-sex dissolution, 123-143; societal role of, litigation and, 464-465; study on outcomes of divorce, 453-466; summary of studies on divorce litigation and, 451-453; transformative, 258-259, 261-263, 267-285, 426; VOD (victim-offender dialogue) program form of, 215-233. *See also* Judicial system; Negotiation

Mediation parties: cost/risk tactics used against, 204; court-connected programs requiring disclosures by, 204-206; reasons for VOD participation/nonparticipation by, 223t, 226t; same-sex couples during dissolution, 123-143; threats and coercion used against, 203-204

Mediation Quarterly, 145

Mediator coaching study: discussion of coaching practices during, 99-101; eliciting the "obvious" finding of, 91-95; examining process of coaching in, 84-85; implications and conclusions of, 102-103; on limitations of coaching, 101-102; linking supervision, performance feedback, and advice giving in, 85-88; not saying "how-to-say-it" finding of, 97-99; problem

of "identifying" interests findings of, 95-97; role-played mediation sessions used in, 88-91

Mediator practice competencies: comparing facilitative, evaluative, transformative mediation, 194-197; evaluative mediation, 194-197, 200-206; importance of identifying, 193-194; insights and implications for, 206-211; performance-based, 196-200

Mediators: addressing domestic violence issues, 11; assessing client suitability challenge for, 15-17; Burning Man mediation practiced by, 109-117; comparing facilitative, evaluative, and transformative approaches to, 194-196; cost/risk tactics of, 204; dominant protectionist beliefs challenge for, 12-13; ensuring system of safety challenge for, 14; evaluating performance of, 263-264; evaluative mediation approach by, 258, 260, 261; facilitative mediation approach by, 194-196, 258, 260-261; feedback process facilitated by, 19-20; internalization of transformative framework by, 267-268; MAES (Multiagency ECR Evaluation Study) contributions by, 38; organizational and legal support of, 11-12; performance-based assessments of, 266-268; practice competencies of, 193-211; resource-intensive cases challenge for, 13-14; screening for domestic violence challenge for, 14-15; specialized child assessment by, 17-19; spiritual mediation practices by, 148-156; study comparing NCR and CRE approaches by, 436-445; subsequent mediation sessions held by, 20; successful strategies for mediating gay divorces, 137-142; tactics, strategies, and behaviors of, 264-265; transformative mediation approach by, 170-171, 258-259, 261-263; two same-sex dissolution mediation tasks of, 137; understanding politics of voice, 358-360; understanding power relations, 356-358; USPS REDRESS survey of, 270-279

Memorandum on Environmental Conflict Resolution, 325

Memory: conflict resolution and role of, 240-241, 247-252; conflict role of collective, 241-244, 370-371, 377-378, 390-394; constructed for political purposes, 250; countermemory, 244; emotional dimension of, 246-247; identity dimension of, 244-245; learning perspective of the other's history and, 391-393; relationship between conflict and, 241-242, 251-252; social constructive and reconstruction of, 242; study of link between intractability and, 371-396

Memory-intractability study: data from Jewish Israelis during, 385-387; data from Palestinian Arab participants, 382-384; discussion of finding, 387-389; implications for conflict resolution, 390-394; methodology used during, 371-373; participant demographics during, 372-373; recommendations for conflict resolution practice by, 394-395; results of, 373-382

Meta-analysis: description of technique, 451-453; divorce mediation outcome study using, 453-466; individual divorce mediation studies using, 453-454t

Mexican drug industry: power of the drug cartels, 405-408; profits of related corruption and, 403-404; street gangs involved in, 408; structure of drug cartels of, 404-405; violence against civilians and, 413-415

Mexico: alternative ideas for transforming factional conflict in, 412-417; assessing viability of offensive against drug cartels in, 401-402; conflict escalation in, 408-411; factional conflicts in, 402-408; goal of "winning" and irrational type of conflict in, 410-411

Meyer divorce mediation study, 454t-466

Middle East: elasticity of history in, 370-371; study of memory and intractability in the, 371-396

Middle Eastern history/memory study: data from Jewish Israelis during, 385-387; data from Palestinian Arab participants, 382-384; discussion of finding, 387-389; implications for conflict resolution, 390-394; methodology used during, 371-373; participant demographics during, 372-373; recommendations for conflict resolution practice by, 394-395; results of, 373-382

Monologue communication, 425

Montgomery Bus Boycott, 356

Moon, Y., "Evaluating Transformative Practice in the U.S. Postal Service REDRESS Program," 257-285
 Myth, 243

N

Nabatchi, T., "Evaluating Transformative Practice in the U.S. Postal Service REDRESS Program," 257-285
 Nan, S. A., "Unofficial International Conflict Resolution Initiatives: Is There a Track 1 1/2? Are There Best Practices?" 65-81
 Narrative: commemorative, 243-244; of conflict, 242-244
 Narrative mediation, 249-250
 National Roster of ECR Practitioners, 39
 National traumas: emotional center of, 247; memory of, 245; peace-building work to heal, 251
 Negotiation: asymmetry of "uneven table" process of, 356-357; of conflict management in the workplace, 174-175; conflict resolution operational strategies using, 413-414; conflict transformation, emotion, and, 171-189; what CR can teach social movements about, 353-355. *See also* Conflict resolution (CR); Mediation
 New Jersey same-sex marriages, 125
 NGOs (nongovernmental organizations): best international conflict resolution practices for, 77-80; emerging unofficial international conflict resolution initiatives by, 66-67. *See also* International conflict resolution Track 1 1/2 study
 Normative conflict resolution (NCR): Cinderella story application of, 436-438; comparing CRE and, 440-442; description and basis of, 436

O

Office of Management and Budget (OMB), 327
 Okavango River Basin Commission, 79
 Open Forum, 77
 Orr, P. J., "Environmental Conflict Resolution: Evaluating Performance Outcomes and Contributing Factors," 27-58
 Osiel Cárdenas-Guillén Organization (Mexican cartel), 405, 406*fig*

OVS (Ohio's VOD program) study: demographics during, 222-224; description of program, 218-219; descriptive analyses of, 225-227; discussion of, 225; frequencies and stated reasons for seeking dialogue, 226*fig*; hypothesis and research questions used during, 220-221, 224-225, 227-231; lack of racial diversity in sample of, 232; limitations and directions for future research, 231-233; population and sampling used during, 221-222; RQ1 (rate of dialogue completion) during, 228; stated reason for will-not-proceed dialogue status during, 223*fig*

P

Palestinian Arabs: history/memory study data gathered from, 382-384; link between intractability of conflict and memory of, 371-396
 Performance-based mediator assessment, 196-200, 266-268
 Politics of voice, 358-360
 Porch, D. M., "Exploring the Role of Emotion in Conflict Transformation," 167-189
 Power: asymmetry of "uneven table" and, 356-357; as factional conflict motivation, 402-403; of Mexican drug cartels, 405-408; Mexican street gang violence role in cartel, 408; social movement theory's analysis of, 355-358
 "Practice Note: Challenging Conventions in Challenging Conditions: Thirty-Minute Mediations at Burning Man," 107-119
 Practitioner's Research and Scholarship Institute (PRASI), 237
 President's Council on Environmental Quality, 40
 Procedural knowledge: description of, 85; distinction between declarative and, 85-86
 PSYCINFO database, 453
 Public violence displays, 409

R

Raytheon, 259, 285
 Recognition: mediation context of, 262; transformative mediator's generation of, 263
 Reconciliation-healing the past, 251
 REDRESS. *See* U.S. Post Service (USPS)
 REDRESS program

Reflexive tactics, 264

Religion versus spirituality, 146

Research Design in Clinical Psychology, 463

Research in Social Movements, Conflicts, and Change series, 363

Restorative justice (RJ): definition of, 216–217; VOD (victim-offender dialogue) focus on, 215–216, 217–233

"The Role of Spirituality in the Mediation Process," 145–163

Roy, B., "A Conversation Between Conflict Resolution and Social Movement Scholars," 347–368

S

Same-sex couples: external validation of, 134–135; income disparities between partners, 128, 129, 135–136, 141; law experienced as disempowering force by, 127–128, 142; relationship roles and identity issues of, 140–141; sense of injustice and financial expectations of, 126, 135–137; unique emotional dynamics of, 134–137

Same-sex dissolution mediation: new legal rules impacting, 124–127; parentage and custody issues of, 129–134; party expectations/sense of injustice impacting, 126; postdissolution financial issue of, 128–129, 135–137; social context impact on, 127–129; successful strategies for, 137–142; two interrelated tasks of, 137; unique emotional dynamics impacting, 134–137; unique issues related to, 123–124

Same-sex dissolution mediation strategies: addressing issues of fairness and the law, 137, 139; convening the mediation, 138; documenting and finalizing the settlement, 141–142; establishing relationship roles/identity issues, 140–141; getting hired, 137–138; integrating relationship narrative into resolution process, 139–140

Same-sex dissolutions: Kate and Lisa case study, 135–136; Matt and norm case study, 136; understanding new legal rules of, 124–127; unique mediation issues related to, 123–124

Same-sex partners: income disparities between, 128, 129, 135–136, 141; law as disempowering for, 127–128, 142; postdissolution financial settlement of, 136–137; relationship roles and identity issues of, 140–141; understanding differences in commitment of, 136–137

Secure Rural Schools and Community Self-Determination Act (2000), 325

Selective facilitation strategy, 265

September 11, 2001, 240

Shaw, L. A., "Divorce Mediation outcome Research: A Meta-Analysis," 447–467

Shuster, S., "Integrated Approaches to Resolving Same-Sex Dissolutions," 123–143

Social groups: collective memory of, 241–242; identity-based conflict of, 244–245

Social injustice: anecdotal evidence on gay partners' feelings of, 126; mediator task to establish same sex dissolution "fairness," 137, 139; same-sex dissolution and sense of, 128–129, 135–137. *See also* Justice

Social movement (SM): comparing CR history and, 348–349; comparing CR scholar and subjects of attention to, 350–351; comparing CR theory, practice, and knowledge of, 349–350; what CR (conflict resolution) can learn from, 355–362; what CR (conflict resolution) can teach the, 351–355

Social movement theory: analysis of power by, 356–358; on issue of violence, 361–362; politics of voice in, 358–360

Society: characteristics of traumatized, 246–247; costs and benefits of mediation for, 465–466; national traumas and, 245; role of mediation and litigation in, 464–465

Spiritual mediation: communication strategies used during, 153–156; consequences of, 159–160; creating a safe space for, 152–153; critical moments of, 163; holistic and non-linear approach to, 151–152; impact and growing interest in, 160–162; meaning of spirituality context of, 148–149; mediator practices during, 149–150; mediator preparation for, 150–151; spiritual questions asked during, 157–159; study conducted on, 146–163; terminology used to describe, 162

Spirituality: descriptions and conceptions of, 148–149; hermeneutic phenomenological approach to study of, 147; religion versus, 146; as spark of the Divine, 146

Spirituality in conflict study: conclusions of, 162–163; context and rationale for recognizing, 146; findings and interpretation of, 148–150; implications of, 160–162; on mediator preparation, 150–156; methodology used during, 147–148; on spiritual questions to ask, 157–160

Strategic choice model, 264, 265

Structural antecedents of conflict, 309–310

Substantive tactics, 264

Sudan peace process, 78

Symbolic violence displays, 409

T

Task Force on Improving Mediation Quality, 266–267

Tax issues: discriminatory tax rules, 128, 129; same-sex marriage dissolution settlement and, 128, 141–142

Test Design Project (TDP), 266, 267

Tijuana Cartel (Mexico), 405, 406*fig.*, 413

Tint, B.: "History, Memory, and Conflict Resolution: Research and Application," 369–399; "History, Memory, and Intractable Conflict," 239–252

Track 1 diplomacy, 65

Track 2 diplomacy: description of, 65, 66; diversified, 70*t*, 73, 74, 75*t*, 77; implications for best practices of, 77–80; process-focused, 70*t*, 74, 76*t*, 77

Transformative mediation: applications of, 258–259; assumptions and empowerment approach of, 261–263; benefits of, 426; comparing facilitative, evaluative, and, 194–197; description of, 258; mediator internalization of, 267–268; ten hallmarks of, 270; USPS REDRESS program's use of, 268–285. *See also* Conflict transformation

Transportation Security Administration, 258, 285

Traumatized society, 246–247

Trust: buyer-seller relationship, 307; functional and dysfunctional conflicts and role of, 307–309

U

UC Berkeley's Continuing Legal Education Program, 107

United Nations Disarmament, Demobilization, and Reintegration Program, 415

United Nations Office on Drugs and Crime (UNODC), 416

United Nations Study on Violence Against Children, 416

"Unofficial International Conflict Resolution Initiatives: Is There a Track 1 1/2? Are There Best Practices?", 65–81

U.S. Agency for International Development, 408

U.S. Coast Guard, 258, 285

U.S. Department of Health and Human Services, 258, 285

U.S. Department of Homeland Security, 258

U.S. Department of Justice, 218, 416

U.S. EPA (Environmental Protection Agency), 325

U.S. Institute for Environmental Conflict Resolution, 30, 40

U.S. Office of Management and Budget, 40

U.S. Post Service (USPS) REDRESS program: analysis and results of transformative mediation in, 269–282; discussion of transformative mediation in, 282–285; disputant perceptions of transformative practice (2005) in, 281*t*; disputant satisfaction (2005) in, 283*t*; mediator survey on, 270–279; origins and early development of, 258–259; participant exit survey on, 279–282; transformative mediation adopted by, 170–171, 268–269

USDA Forest Service, 325

V

Vicente Carrillo-Fuentes Organization (Mexico), 405, 406*fig.*

Victim-offender dialogue (VOD) program study: demographics of, 222–224; descriptive analyses during, 225–227; discussion of, 225; frequencies and stated reasons for seeking dialogue, 226*t*; hypothesis and research questions used in, 220–221, 224–225, 227–231; lack of racial diversity in sample of, 232; limitations and directions for future research, 231–233; population and sampling used during, 221–222; RQ1 (rate of dialogue completion) during, 228

stated reason for will-not-proceed dialogue status during, 223*t*

Victim-offender dialogue (VOD) programs: Ohio's Department of Rehabilitation and Correction's use of, 218-233; origins of, 215; restorative justice focus of, 215-216; restorative justice theory on value of, 217-219

Violence: cultural and social differentiated meanings of, 362; domestic, 7-8, 361; drug cartel's preference for public and symbolic, 409; related to drug war civilians and, 413-415; social movement theory on, 361-362; study findings on children and, 416-417; transforming factional conflict in Mexico, 401-418. *See also* Conflict

Voluntary participation: choice in ECR, 328-329, 333-335; consensus building component of, 325-326; ECR compulsory participation challenge to, 336-338; as ECR (environmental conflict resolution) tenet of, 321; fairness implied by, 329-330; making the case for continued ECR, 338-339

W

Wald, S., "Integrated Approaches to Resolving Same-Sex Dissolutions," 123-143

Western Network, 359

White, C. H., "Communication Practices of Coaches During Mediator Training: Addressing Issues of Knowledge and Enactment," 83-103

Wondolleck, J. M., "A Crack in the Foundation? Revisiting ECR's Voluntary Tenet," 321-339

World Peace Foundation, 78

Y

Youth and People-to-People Peace Process, 79

